

Getting started with myDEQ

The Virginia Department of Environmental Quality myDEQ portal allows you to submit information to DEQ, such as notifications, reports, data and permit applications. It will also enable you to view details about your facilities and review relevant DEQ records. This document will help you create a myDEQ account and work within the portal.

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Overview

The myDEQ portal combines all of DEQ's online functions for the public into one convenient location that's available 24 hours a day, 7 days per week. Once you are granted access to program records, you can see a list of the items you have due and are working on across multiple agency programs and sites, you can submit reports, applications, and registrations. You can view, print and share DEQ records using your myDEQ account. You can even manage the access for all of the users in your organization, adding and removing users on your own, as your organization's needs change.

Get To Know The myDEQ Dashboard

The myDEQ dashboard is a personalized, consolidated view of your interactions with DEQ.

The screenshot shows the myDEQ Portal Dashboard. At the top is a header bar labeled "DEQ Portal Dashboard". Below it is a yellow banner with a registration notice. The main content area is divided into several sections. A "News and Announcements" section is at the top, marked with a red circle and the number 1. Below it is a section titled "I want to:" marked with a red circle and the number 2, which contains four buttons: "View" (dark blue), "Submit" (medium blue), "Manage Certifications" (green), and "Report Pollution" (light blue). Below the "I want to:" section is a section titled "Items Due and In Progress:" marked with a red circle and the number 4, which contains a message about access requirements. To the right of this section is a "Quick Links:" section marked with a red circle and the number 3, which contains a list of links: "My Account", "Find a Form", "View My Submission History", "Search Pollution Reports", and "Find Help".

DEQ Portal Dashboard

To complete your registration, you must set up your Knowledge Questions. Go to [My Account](#) or click [\[here\]](#).

News and Announcements 1

Welcome to the myDEQ portal. Here you can submit reports, complete permit applications and more! Need help? Click the "Find Help" Quick Link below, or contact the VITA Customer Care Center at 1-866-637-8482 and reference the "myDEQ Portal".

I want to: 2

View
Facility details, permits, and documents

Submit
Create, edit or manage a report, application, registration or other submittal to DEQ

Manage Certifications

Report Pollution

Items Due and In Progress: 4

You do not have access to any DEQ permits, registrations, or VEEP Memberships. To obtain access, first complete your Profile, and then Request Access to records. Go to [My Account](#) to get started.

Quick Links: 3

- [My Account](#)
- [Find a Form](#)
- [View My Submission History](#)
- [Search Pollution Reports](#)
- [Find Help](#)

1. News and Announcements

The News and Announcements section of the dashboard will contain general announcements such as DEQ closings, as well as announcements specific to the DEQ programs you're associated with.

2. I Want To

The “I Want To” section contains buttons for the main functions of myDEQ.

The **View** button (coming soon) displays a list of the facilities and VEEP memberships to which you have been granted access. You can view a summary of each facility’s (or membership’s) general information, DEQ permits and programs, DEQ contacts, organization contacts, and documents.

The **Submit** button takes you quickly to a searchable list of forms (reports, applications, registrations, etc.) that are available to submit to DEQ through myDEQ.

The **Manage Certifications** button navigates to DEQ’s Certification, Accreditation and Training System (CATS). Here you can view and manage the certifications that you have been issued by DEQ. You can also register, pay for and access training and certification exams.

The **Report Pollution** button goes directly to DEQ’s pollution reporting system. Here you can report illicit discharges, emissions, dumping and other potential pollution concerns. The report is sent immediately to our Pollution Response team for investigation.

3. Quick Links

The Quick Links take you to some of the most-accessed functionality and pages of myDEQ. All users will see links to My Account, Search Pollution Incidents, and Find Help. Once you complete your profile, you’ll see a link to Request Access to records. Other links will be available depending on a user’s access and permissions.

4. Items Due and In Progress

The Items Due and In Progress shows the user a list of the reports or other submittals that are due to DEQ in the near future, those items that the user is currently drafting, and those items currently under review by DEQ. The list is customized for each user, depending on the programs, records and permission levels of the user. For example, if a user has access to edit reports for a VEEP Membership, each January the user’s Items Due list will display a link to create a new VEEP Report for that membership. Items on this list will remain visible until final action is taken on the item by DEQ. **Note that the list of items due is not comprehensive;** every user is responsible for reviewing and fulfilling the applicable program requirements.

General myDEQ Rules and Requirements

- Doing business with DEQ via myDEQ is the same as doing business with DEQ on paper. Your electronic signature legally binds you, and if you are authorized to represent an organization, your signature binds your organization.
- Each person using the myDEQ portal must create their own unique account. Multiple accounts cannot be set up for the same person. One account cannot be used for more than one person.

- Some services and myDEQ functions require that you verify your identity and complete an Electronic Signature Agreement before use. These steps are necessary to support the security of the application and ensure that documents submitted through myDEQ can be used to meet federal and state regulatory requirements.
- If you suspect that your account credentials have been compromised, contact the Virginia Customer Care Center (VCCC) immediately at **(866) 637-8482** or vccc@vita.virginia.gov. During your call or within your email, **be sure to reference the myDEQ portal**.
- You will be logged out automatically after 30 minutes of inactivity. If you don't click either Save or Continue on a page within 30 minutes, you may lose the information you entered on that page.
- Some services require approved access to a permit, registration, membership, facility or other type of DEQ record. You will request access to records from within myDEQ by providing the record ID (permit number, registration number, etc.) and setting your desired permission level. DEQ will approve or deny your access request.
- Your record access will be set with one or more of the following permission levels:
 - **View:** This permission level enables a user to view items that are due to DEQ, forms that have been previously submitted, and other facility details and documents. However, users with this level of permission cannot create, edit, sign or submit forms or data. This is the default permission level.
 - **Edit:** This permission level enables a user to view records and create and edit forms and data. This user cannot sign or submit anything to DEQ.
 - **Sign & Submit:** This permission level enables a user to view records and sign and submit forms and data to DEQ. Users with only this permission level *cannot* edit or create new forms. Users who need to create, edit, sign and submit should be certain to select *both* Edit and Sign & Submit permissions when they request access to particular records.
 - **External Administrator (Coming soon!):** This permission level enables a user to approve, deny, modify and revoke other users' access and permission level for a given set of records. This permission level does not convey any additional permissions to edit or sign and submit forms or data.

Note that all of the permission levels are exclusive of one another. If you need more than one permission (i.e., you need to create, edit *and* sign and submit documents), you should select all of the permission levels that you require.

myDEQ Account Registration

*Note: Users who have previously held eDMR accounts or accounts for other portal reporting services, such as Virginia Environmental Excellence Program (VEEP), the Certification & Accreditation Tracking System (CATS), or Solid Waste Information Assessment (SWIA) Annual Reports **should not** create a new myDEQ portal account. At the login screen, simply enter the*

email and password you have previously used to access these services. If you cannot remember your password, click *Forgot Password*.

Create a user ID and password

1. To access myDEQ, go to <https://portal.deq.virginia.gov/> or use the “I Want To” tool on the homepage of DEQ’s website (www.deq.virginia.gov).



Login

Username

Password

Login

Cancel

Forgot password

Register

2. Click Register. Note: You may only create an account for yourself. **Do not create an account for an organization’s users to share. Do not share your login information with anyone.**



Register.

Create a new account.

Email

Enter your name as it appears on your official government ID, such as your driver's license

First Name

Last Name

Organization

Phone Number

3. Enter your email address, which also be your user ID.
4. Enter your legal name, **as found on your government-issued identification**, such as your driver's license.
5. If you are registering as an employee of an organization (such as a regulated entity, a consulting firm, or local government), enter the **legal name** of the organization which directly employs you. If you are an agent or consultant, enter the name of your consulting firm and *not* the name of the regulated entity that you represent or are contracted with. Oftentimes, you may find the legal name of your organization here: <https://cis.scc.virginia.gov/EntitySearch/Index>.
6. Enter the best phone number for DEQ staff to reach you if there is a problem with your registration or account.
7. Enter a password. Passwords must have at least 8 characters, including:
 - At least one special character (!,@,#,\$,%,& etc.)
 - At least one number 0-9
 - At least one uppercase letter (A-Z)
8. Click "Register".
9. The system will send an email to confirm the email address you provided.
10. Open the email and click the link to verify your email address. The link is only valid for 30 minutes. If the link has expired, you must re-start the registration process.
11. Log in to the system using your email address and the password you created.

When you log in to myDEQ for the first time, you will be prompted to complete your Profile. Completing your profile is required before you are allowed to use much of the portal functionality, including requesting access to permits, registrations and memberships.

Complete or Update Your Profile

When you first login, you will be prompted to complete your Knowledge Questions. You must also complete your user profile.

1. To Access your user profile and knowledge questions, click My Account in the Quick Links list on the right side of the home page or click your avatar at the top right of the page and then click My Account.

DEQ Portal Dashboard

To complete your registration, you must set up your Knowledge Questions. Go to My Account or click [\[here\]](#).

News and Announcements

Welcome to the myDEQ portal. Here you can submit reports, complete permit applications and more! Need help? Click the "Find Help" Quick Link below, or contact the VITA Customer Care Center at 1-866-637-8482 and reference the "myDEQ Portal".

I want to:

View

Facility details, permits, and documents

Submit

Create, edit or manage a report, application, registration or other submittal to DEQ

Manage Certifications

Report Pollution

Items Due and In Progress:

You do not have access to any DEQ permits, registrations, or VEEP Memberships. To obtain access, first complete your Profile, and then Request Access to records. Go to [My Account](#) to get started.

Quick Links:

[My Account](#)

[Find a Form](#)

[View My Submission History](#)

[Search Pollution Reports](#)

[Find Help](#)

2. At the top left of your My Account page, you will see your user Profile. Click Edit Profile and complete the information. Much of the information will be present from your initial registration. The following fields should be completed:
 - a) First Name and Last Name: You are required to complete your **legal name** as it is displayed on your government ID.
 - b) Organization: If you are registering as an employee of an organization (such as a regulated entity, a consulting firm, or local government), enter the **legal name** of the organization which directly employs you. If you are an agent or consultant, enter the name of your consulting firm and *not* the name of the regulated entity that you represent or are contracted with. Oftentimes, you may find the legal name of your organization here: <https://cis.scc.virginia.gov/EntitySearch/Index>. If you do not have an organization, this field may be left blank.
 - c) Email address: You are required to provide an email address. This should be the email address you will use to conduct business with DEQ. It is also your user ID.
 - d) Phone number: You are required to provide a valid U.S. phone number (###-###-####). This should be the phone number you will use to conduct business with DEQ.
 - e) Address: You are required to provide a mailing address.
 - f) Click "Save".

Request Access to Records

Note: Users with preexisting access to eDMR, Virginia Environmental Excellence Program (VEEP), the Certification and Accreditation Tracking System (CATS) or Solid Waste Information and Assessment (SWIA) Annual Reports do not need to request access again unless they want to add new memberships or permits to their account. Access that you have held in previous versions of DEQ's reporting applications will be automatically transferred into myDEQ.

To work on reports or view information for an existing DEQ record (such as a permit, registration, membership, etc.), you will need to request access to that record. As more programs are added to myDEQ, the list of available programs and record types will expand. To request access complete the following steps:

1. Ensure your Profile is complete. If your profile is not complete, navigate to My Account to fill out the required fields, including name, phone number and mailing address. If your Profile is incomplete, you will not see the link to Request Access.
2. Click the Request Access Quick Link on the right side of the dashboard, or navigate to My Account and click the Request Access link near the bottom of the My Account page.

The screenshot displays the myDEQ portal dashboard. At the top, a yellow banner titled "News and Announcements" contains a welcome message and contact information. Below this, a section titled "I want to:" features four colored buttons: "View" (dark blue), "Submit" (medium blue), "Manage Certifications" (green), and "Report Pollution" (light blue). Each button has a brief description of its function. Further down, the "Items Due and In Progress:" section informs users that they need to complete their profile and request access to view records. On the right side, a "Quick Links:" panel lists several options: "My Account", "Request Access" (highlighted with a red arrow), "Find a Form", "View My Submission History", "Search Pollution Reports", and "Find Help".

News and Announcements

Welcome to the myDEQ portal. Here you can submit reports, complete permit applications and more! Need help? Click the "Find Help" Quick Link below, or contact the VITA Customer Care Center at 1-866-637-8482 and reference the "myDEQ Portal".

I want to:

- View**
Facility details, permits, and documents
- Submit**
Create, edit or manage a report, application, registration or other submittal to DEQ
- Manage Certifications**
- Report Pollution**

Items Due and In Progress:

You do not have access to any DEQ permits, registrations, or VEEP Memberships. To obtain access, first complete your Profile, and then Request Access to records. Go to [My Account](#) to get started.

Quick Links:

- [My Account](#)
- [Request Access](#)
- [Find a Form](#)
- [View My Submission History](#)
- [Search Pollution Reports](#)
- [Find Help](#)

- Request Access

Choose Program

Choose Record Types

Choose Permission Level

STEP 1: Choose Program

INSTRUCTIONS: Please choose the program that you need to access and choose your role (if applicable).

The availability and types of roles varies among programs. Generally, an "Owner" requests access to program records for all of the facilities that they own or control; a "Facility Manager or Agent" requests access to program records for a specific facility; and a "Permit Manager or Agent" requests access to records related to a specific permit.

This system is intended solely for users conducting business with DEQ for the purposes of fulfilling obligations under a permit, regulation, statute or other DEQ program. Those who need to review DEQ records for other purposes may [submit a request](#) under the Freedom of Information Act.

Requested Program:

-- Please select an option --

Cancel

Next

- Solid Waste Permits: SWP###
VEEP Membership: E#-### or SP-### (there can be up to 3 digits after the hyphen, but all 3 digits are not required.)
Litter Grant: Agency name
Underground Storage Tanks Facility ID Number: #####

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5. Once you have clicked Search, matching records will be displayed. Make sure that the facility/owner/member name displayed matches the record ID you entered. There may be more than one search result if more than one record is associated with a record ID. (For example, there can be more than one underground storage tank owner associated with an underground storage tank registration number.) Click Select and Continue beside the appropriate result.

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6. Select the permission level needed. You can hover over each permission level to find more information.
 - **View:** This permission level enables a user to view items that are due to DEQ, forms that have been previously submitted, and other facility details and documents. However, users with this level of permission cannot create, edit, sign or submit forms or data. This is the default permission level.
 - **Edit:** This permission level enables a user to view records and create and edit forms and data. This user cannot sign or submit anything to DEQ.
 - **Sign & Submit:** This permission level enables a user to view records and sign and submit forms and data to DEQ. Users with only this permission level *cannot* edit or create new forms. Users who need to create, edit, sign and submit should be certain to select *both* Edit and Sign & Submit permissions when they request access to particular records.

All of the permission levels are exclusive of one another. If you need more than one permission (i.e., you need to create, edit *and* sign and submit documents), you should select all of the permission levels that you require.

If you are requesting permission to sign and submit documents on behalf of the organization, you are certifying under penalty of law that you have authorization to sign on behalf of that organization. You also agree that should your role change, you will update your access and permissions accordingly.

Request Access

Choose Program

Choose Record Types

Choose Permission Level

STEP 3: Select the type(s) of access that you need

Requested Program & Role: Petroleum Storage Tank Facility Manager or Agent

Petroleum Storage Owner Name: Albemarle County Public Schools

Tank Facility Name: Walton Middle School

Tank Facility ID Number: 6005039

Record Type	View ?	Edit ?	Sign/Submit ?
Petroleum Storage Tank Registration (Facility level)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

By clicking Submit, I agree that I, XXXXXXXXXX, am requesting access to all DEQ **Petroleum Storage Tank Registration (Facility level)** records related to the above **Tank Facility ID Number**. I have read and hereby agree to all terms and conditions listed in the Electronic Services Agreement.

Back

Submit Request

- Click Submit Request. You will be returned to the My Account page, and you can see your request and its status in the User Access section at the bottom of the page. You will also receive an email confirming your access request to the email address in your profile.

If, at any time, you realize you made an error in your request or need to change your permission level, return to your My Account page and cancel your request by clicking the trash can beside your request. You can then resubmit a corrected request if appropriate.

Please allow up to 3 business days for DEQ to process your request. You will receive an email when DEQ has taken action on your request.

Filter

Clear

Filter on Record type | Record ID | Status

Current Access							
Record Type	Record ID	Name	View	Edit	Sign/Submit	Status	Actions
Petroleum Storage Tank Registration (Facility level)	32610-6005039 !	Albemarle County Public Schools - Walton Middle School	✓	✓	✓	Pending DEQ Approval !	

- Once you have approved access to records, the Items Due and In Progress list and the Quick Links will be updated accordingly. Your facility or membership may not have any upcoming items due that can be submitted via the myDEQ portal. In this case, you will see a corresponding message on the dashboard.

News and Announcements

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Manage Certifications

Report Pollution

Items Due and In Progress:

Litter Grant Application & Reporting for Alleghany County

Notification for Underground Storage Tanks (USTs) - Update Facility Registration DRAFT

Albemarle County - Albemarle County Public Safety

Notification for Underground Storage Tanks (USTs) - Update Facility Registration DRAFT

Goochland County - Toms Auto Service

Notification for Underground Storage Tanks (USTs) - Update Facility Registration DRAFT

Defense Supply Center Richmond - Defense Supply Center Richmond

Quick Links:

My Account

Request Access

Find a Form

View My Submission History

My VEEP Memberships

My Litter Grant Applications/Reports

My SWIA Permits

Search Pollution Reports

Find Help

If you do not see what you are looking for, go to My Account. Scroll to the bottom of the page and review the User Access section. Check to ensure that the correct record type, record ID, and permissions have been approved. Remember, if you want to create and submit reports to DEQ, you must have Edit and Sign/Submit permissions. If you only have permission to View records, you will not be able to edit or submit reports. View permissions grant a user the ability to read reports, but not change or submit them.

Set up your e-Signature Credentials

Some programs require that a user set up e-Signature credentials to electronically sign documents. Programs may require all or some of the following components for e-Signatures:

- ✓ Knowledge Questions
- ✓ Identity Verification
- ✓ Electronic Signature Agreement

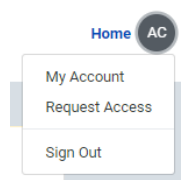
The components of the e-Signature credentials that are required for your program and access level will appear on your My Account page after your sign and submit permissions have been approved for a given program. Not all programs will require all three components.

Follow the steps below that apply to you.

Set Up or Change Your Knowledge Questions and Answers

Setting up your Knowledge Questions and Answers may be necessary to complete your e-signature credential. You will be asked to select five knowledge questions out of a list of twenty, and provide answers to your chosen five questions. When you need to submit a document to DEQ, or complete certain other functions, the system will randomly select one of the five questions you have chosen and prompt you for your answer. Select questions to which only you know the answer. Do not share your answers with anyone.

1. Click My Account in the Quick Links list to the right of the home page or click your avatar (your initials) at the top right of the page and click My Account.



2. On the right side of the My Account Page, click the “Set Knowledge Questions” button.
3. Select five out of the list of twenty questions and type your answers in the boxes provided. Neither questions nor answers can be duplicated. Answers are not case sensitive.
4. Click Save.
5. You will see a message that your Knowledge Questions have been set.

Knowledge Questions

Your Security Questions are set.

Change Knowledge Questions

6. If you decide you need to change your Knowledge Questions or answers, you may come back to the same location on the My Account page. Click “Change Knowledge Questions”. Note that for security purposes, the answers you previously provided to your knowledge questions will not be visible. You may change any one or multiple knowledge questions. Provide answers to all of the questions you have selected, and click Save. To exit the page without making any changes, click Cancel.

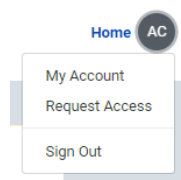
Sign the Electronic Signature Agreement

You may need to complete the Electronic Signature Agreement (ESA) component of the e-Signature credential. The ESA is also found on the My Account page.

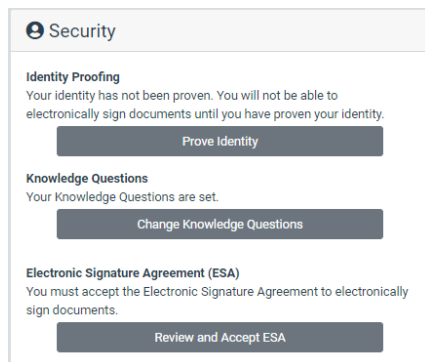
In summary, when you agree to the ESA, you agree:

- To protect your login credentials,
- To report any suspected unauthorized use of or access to your account,
- That you will be held as legally bound, obligated, and responsible for the use of my electronic signature as you would be if using your hand-written signature.

1. To sign the ESA, access the My Account page using the Quick Link on the right side of the home page, or click the avatar in the top right (your initials), and then click My Account.



On the right side of the page in the Security section, you will see:



The screenshot shows a 'Security' section with three main areas:

- Identity Proofing:** A message stating 'Your identity has not been proven. You will not be able to electronically sign documents until you have proven your identity.' with a 'Prove Identity' button.
- Knowledge Questions:** A message stating 'Your Knowledge Questions are set.' with a 'Change Knowledge Questions' button.
- Electronic Signature Agreement (ESA):** A message stating 'You must accept the Electronic Signature Agreement to electronically sign documents.' with a 'Review and Accept ESA' button.

2. Click the Review and Accept ESA.
3. Carefully verify your information within the ESA and read the entire agreement.
4. You may print a copy of the ESA for your records using your browser's print functionality (usually found at the top right of your browser window).
5. Scroll to the bottom and click Submit.
6. If your ESA was submitted successfully, the ESA section on the My Account page will now display:

Electronic Signature Agreement (ESA)

Completed on 02-03-2021

Note: If you change your name or affiliated organization on My Profile, your sign and submit permissions will be suspended until you re-sign the ESA. If re-signature is necessary, the Review and Accept ESA button will reappear. Click the button to re-sign the ESA using your new information.

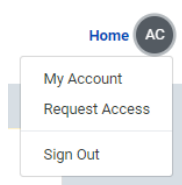
You are responsible for keeping a copy of your ESA. Please print the ESA before signing.

Complete Identity Verification

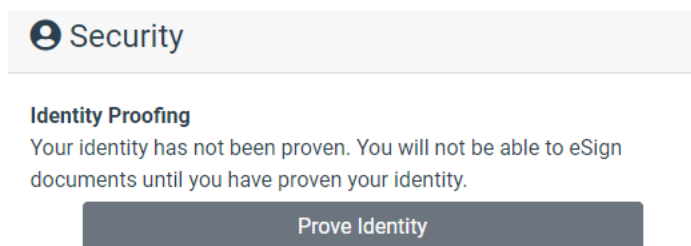
If the programs you have access to require that you prove your identity, you will see the Prove Identity button on your My Account page.

Complete Identity Verification using the following steps:

1. Navigate to the My Account page using the Quick Link on the right side of the home page, or click the avatar in the top right (your initials), and then click My Account.



2. Review your profile, on the left side of the page. Make sure that your name on your profile matches your legal name on your government ID, such as a driver's license. If not, edit your profile and update your name.
3. *If your program requires identity verification*, in the upper right area on the My Account page, in the Security section, you will see the Prove Identity button. Click it to begin the process. Note that the button only appears if you have *approved* sign and submit access to an applicable program. You can check the status of your access and your permission levels by reviewing the Current Access section at the bottom of the My Account page. If you do not see the button, you do not have to prove your identity for your approved level of permission or program.



4. Complete all of the fields shown on the Identity Verification page. **Make sure you use your home address and phone number.**

DEQ does not retain any of the information that you provide on this page. The information is encrypted and passed to a third-party identity verification service (Lexis Nexis®). This service validates the information you provide against multiple data sources and returns the result of the validation to DEQ. DEQ receives and stores only an indicator as to whether your identity verification passed or failed. None of your personal information provided through this process is ever stored by DEQ.

Identity Proofing

Prove Identity

To comply with federal and state requirements, DEQ must verify your identity before allowing you to electronically sign and submit certain types of documents.

By clicking Submit you agree that you are voluntarily providing personal identifying information, including the last 4 digits of your Social Security Number (SSN) and Date of Birth (DOB) to LexisNexis®, a 3rd-Party service, to prove your identity. DEQ will retain the result of the LexisNexis® verification process (i.e., pass or fail), but will not retain any of the personal identifying information you provide to LexisNexis®.

Legal Name

To change the name displayed here, please click Cancel and edit your name on your myDEQ Profile.

Home Mailing Address

Address Line 1

Address Line 2

City State 5-digit Zip Code

Home Phone Number

Date of Birth

Last 4 Digits of Social Security Number

Cancel
Submit Identity Proofing Request

- Once you have entered all of the information, click the Submit Identity Proofing Request button. After a pause, the system will return you to the My Account page. In the Identity Proofing section, you will receive an indicator as to whether or not your identity verification was successful.

Identity verification can occasionally be unsuccessful. Typically this is because of mistakes in your personal information, such as not using your legal name or home address. If you cannot prove your identity, contact the Virginia Customer Care Center (VCCC) at (866) 637-8482 or vccc@vita.virginia.gov for assistance. During your call or within your email, **be sure to reference the myDEQ portal.**

Security

Identity Proofing

Your identity has not been proven. You will not be able to eSign documents until you have proven your identity.

Unsuccessful. Please contact DEQ for assistance.

Security

Identity Proofing

Your identity has been verified.

Completed on 1/21/2021, 8:57:39 AM

NOTE: If you change your name in your profile, you will need to re-verify your identity. After saving a change, you will see that the result of your identity proofing is replaced by a Prove Identity button.

Troubleshooting & FAQs

Registration & Password Issues

Q. I have used other myDEQ portal applications before, like the Certification and Accreditation Tracking System (CATS), eDMR, Litter Grant or Virginia Environmental Excellence Program reporting. Do I need to create another account?

A: No. You can use your previous account credentials to log in to the myDEQ portal. If you cannot remember your password, please click Forgot Password on the login page.

Q. How do I reset a forgotten password?

A. To reset your password, go to www.portal.deq.virginia.gov, click Forgot Password, and follow the steps provided.

If you have registered an account using the email that you enter during the password reset process, you will receive an email with a link to reset your password. Click the link. The subject line of the email will be “myDEQ Reset Password”. Remember to check your spam folder, in case your email provider mistakenly classifies the email as spam. **NOTE: The link to reset your password will expire 30 minutes from the time the email is sent.** If the link has expired, you must complete the Forgot Password workflow again. Return to www.portal.deq.virginia.gov, click Forgot Password, and then follow the steps provided.

Q. I tried to reset my password, but the link in my confirmation email expired. What do I do?

A. **The link to reset your password will expire 30 minutes from the time the email is sent.** If the link has expired, you must complete the Forgot Password workflow again. Return to www.portal.deq.virginia.gov, click Forgot Password, and then follow the steps provided.

Q. I am locked out of my account. What do I do?

A. You are locked out because you entered an incorrect password or knowledge question answer several times in a row. You can either 1) reset your password or 2) wait several hours for your account to automatically unlock, and try again. Use the instructions above to reset your password.

Making Changes to My Personal Information

Q. Can I change the name on my account so that another user at my company can use it?

A. No. The myDEQ portal requires 1 account per individual person. There are security measures in place to prevent an account from being used by multiple people.

Q. I no longer work for or represent a company. How can I update the email address for my account?

A. Log in to your myDEQ account, and go to My Account. Click Edit Profile. Under email accounts, type your new email address, and click +Add New Email. Click Save to save the changes. The system will send a confirmation email to the new email address, and a notification email to the old email address. Your new email will not be active until you click the confirmation link in the confirmation email that was sent to the new email address. (Remember, the confirmation link is only active for 30 minutes!) Once you have confirmed your new email address, go back to My Account>Edit Profile, make your new email address the primary address, and remove the old email address.

Q. How should I notify DEQ if I have a change of address, change companies, change my role, or no longer represent a company?

A. Please update your profile on your My Account page with any changes. In addition, you are required to delete any access that you no longer are authorized by your company to hold. To delete access, go to your My Account page, find the access that you need to remove, and click the trash can icon beside it.

Finally, if you have changed organizations and are an electronic signatory, you will be required to re-sign an Electronic Signature Agreement. You can do so by going to My Account, and clicking "Review and Accept ESA".

Q. I have changed my legal name. How should I update my account?

A. To change your name, please update your profile on your My Account page. Please note that any name changes will temporarily suspend your signatory privileges until you prove your identity again using your new name and re-sign the Electronic Signature Agreement.

Access Request Issues

Q. I can't remember my permit number, registration number or other record ID that I need to request access. What do I do?

A. Under the space for your record ID number, click "I don't have this information". This will open an inquiry form for you to share the information that you *do* know about your ownership, facility or permit with DEQ staff. When you submit the inquiry form, DEQ staff will receive it via email, review it, and get in touch to provide you with your permit number, facility ID, membership number or other type of record ID. You can then re-start the access request process with the correct record ID.

Q. I accidentally requested access to the wrong record, or chose the wrong permission level. What do I do?

You cannot edit an access request that has already been submitted, but you can cancel a pending request and resubmit a request with the corrected information. To cancel a pending access request, go to your My Account page, scroll down to find the access request that you need to cancel, and click the trash can icon beside it. Next, click Request Additional Access and submit the corrected request.

Q. Why do I have to submit an access request? If I make a mistake on my request, why can't DEQ modify my request and then approve it?

A. Part of the access request process includes a certification that you agree that you're authorized to view, edit or sign (as applicable) documents on behalf of an organization. This certification statement is a critical step in ensuring the integrity of submittals made via the myDEQ portal.

Identity Verification Issues

Q. Do I need to prove my identity?

A. Identity verification requirements only apply to users who need to sign and submit documents to DEQ for certain regulatory programs. If you are an editor, but do not have sign & submit privileges, you do not need to complete identity verification. Likewise, you do not need to complete identity verification if you only have signatory privileges for a program that does *not* require that level of submission security.

To determine if you need to complete identity verification to sign a document, go to My Account. If you see a Prove Identity button, you are a signer within a program that requires identity verification.

Q. I have tried to prove my identity and I got a message that the verification failed. What do I do?

A. When identity verification fails it's usually because of one or more issues with the data submitted.

- ✓ Make sure the name on your profile matches your government issued ID.
- ✓ Make sure your address and phone number are your **home** address and phone number, not your organization's address and phone number.
- ✓ Make sure your date of birth and social security number are correct.

If you have reviewed your data and resubmitted, and your identity still cannot be verified, you will need to complete identity verification on paper.

Q. Does DEQ keep any of the personal identifying information that I submit to prove my identity?

A. No, DEQ does not store any of the data you use to prove your identity. This data is passed to Lexis Nexis, the third party identity verification service used by DEQ. In return, Lexis Nexis sends DEQ a "pass" or "fail" indicator. DEQ stores this indicator.

Q. What if I do not want to use DEQ's electronic identity verification service?

A. Use of electronic identity verification is not required, but it is highly encouraged. If you choose to use a paper form of identity verification, you should be aware that doing so will cause delays in your ability to fully use your account. To access the paper form, please click Prove Identity. Then, at the bottom of the page, please click Submit Paper Form. Complete and sign the form in ink, have it notarized, and mail or hand-deliver the original, hard copy form to DEQ. DEQ cannot accept scanned or faxed copies of the form. When your form has been reviewed and verified by DEQ staff, you will receive an email notification.

Program-Specific Instructions & Contacts

PROGRAM / FORM	INSTRUCTIONS & CONTACTS
SOLID WASTE INFORMATION & ASSESSMENT (SWIA) ANNUAL REPORT	https://www.deq.virginia.gov/land-waste/solid-hazardous-waste/solid-waste/solid-waste-information-assessment
VIRGINIA ENVIRONMENTAL EXCELLENCE PROGRAM (VEEP) ANNUAL REPORT	https://www.deq.virginia.gov/get-involved/pollution-prevention/virginia-environmental-excellence-program/annual-reporting
DEQ CERTIFICATION & TRAINING PROGRAM	https://www.deq.virginia.gov/permits-regulations/training-certification
POLLUTION REPORTING	https://www.deq.virginia.gov/get-involved/pollution-response/report-pollution
UNDERGROUND PETROLEUM STORAGE TANKS	https://www.deq.virginia.gov/land-waste/petroleum-tanks/storage-tanks/underground-storage-tanks